Maintenance Requests

Maintenance requests track problems within the PAC system and extend the usability of external problem-tracking systems:

- User exits can be used to establish user-defined rules and standards.

- Application Program Interfaces (APIs) can be used to reflect problems from external problem-tracking systems in PAC.

- The user who identified a problem in an external problem-tracking system can be reflected in the PAC maintenance request.

- A list of all objects required to resolve the problem can be obtained.

- A list of the objects involved in the generated maintenance is provided.

Maintenance requests can be defined when maintenance is required for an application. The information returned by the maintenance request can be maintained entirely by the user.

Once defined, a maintenance request can be assigned to a migration event. This enhances check-out/check-in tracking, and allows the user to review all events, created or completed, for a particular request.

For detailed information about maintenance requests, refer to Maintaining Natural Objects in PAC.

This chapter covers the following topics:

- Generating Maintenance Requests

- Accessing the Maintenance Request Sub-Functions

- Adding a Maintenance Request

- Selecting a Maintenance Request

- Modifying/Displaying a Maintenance Request

- Copying a Maintenance Request

- Purging a Maintenance Request

Generating Maintenance Requests

You may generate unique maintenance requests using the "@GEN" string in the maintenance request name. See page Generating a Name Automatically.

If a duplicate number is encountered, PAC issues an error and a request that the user enter a unique value for the maintenance request name.

The maintenance request number is maintained as a system default. The generated number may be reset or changed at any time by the PAC administrator.

Accessing the Maintenance Request Sub-Functions

From the PAC Main Menu, enter Code M (Maintenance Requests).

The menu that appears depends on your user profile. The Maintenance Request Menu, which combines both reporting and maintenance functions, is used for discussions in this section:

```
 15:30:03           ***** PREDICT APPLICATION CONTROL *****           2000-02-09
  User PACUSR               - Maintenance Request Menu -

                     Code  Sub-Function
                     ----  --------------------
                       A   Add Request ID
                       C   Copy Request ID
                       D   Display Request ID
                       M   Modify Request ID
                       P   Purge Request ID
                       S   Select Request ID
                       ?   Help
                       .   Exit
                     ----  --------------------


     Code ........... _    Select Type .. _
     Request ID ...... _____
     New Request ID .. _____
     Assigned To ..... _____


 Command ===>
 Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
       Help  Menu  Exit                                                   Canc
```

Note:
All of the sub-functions on this screen except Add may be processed directly from the Maintenance Request Selection List that is accessed using the Select Request ID sub-function.

Select Type Field

When you are selecting maintenance requests from a list, this field allows you to identify how you want the maintenance requests to be listed:

L by maintenance request ID: to access a list of maintenance requests displayed alphabetically by maintenance request name. (ID).

S by status, priority, and maintenance request ID: to access a list of maintenance requests displayed by status, priority, and maintenance request ID. The values and priority sequences are determined in the table definitions by the PAC administrator.

U by assigned user ID: to access a list of maintenance requests displayed alphabetically by the ID of the user to whom they are assigned.

Request ID and New Request ID Fields

These fields are used to identify new and existing request IDs. The New Request ID field is used for the name of the event created when an existing event is copied.

Assigned To Field

The value in this field specifies the ID of the user to whom the maintenance request is assigned.

Adding a Maintenance Request

Note:
Edit all other values on the Add Request screen before you access the Additional Options. Once you access Additional Options, all other fields on the screen are protected.

Step 1. Accessing the Add Request Screen

From the Maintenance Request Menu, enter Code A and a unique maintenance request name in one of the following ways:

- Enter a unique name.
  The name may be numeric and/or alphabetic and up to 20 characters in length. Embedded blanks are allowed, but are automatically changed to the underscore ( ) character. If a duplicate maintenance request ID is entered, an error message is displayed.

- Use the @GEN string in the name.
  The name must begin with an alphabetic character and may be up to 19 characters in length including the resolution of the @GEN string. Do not use all 20 characters of the Request ID field because the @GEN string will be expanded from 4 to 5 characters, which could jeopardize the uniqueness of the maintenance request ID. Embedded blanks are allowed, but will be translated automatically to the underscore (_) character.

Alternatively, enter ADD REQUEST on the command line. Refer to the PAC Reference documentation for the correct command syntax.

The Add Request screen is displayed:

```
09:13:54            ***** PREDICT APPLICATION CONTROL *****          2000-01-01
User PACUSR                     - Add Request -

Request Id .... NEW@GENREQ                       Modified:          by
Problem Subj .. _____
Problem Type .. _____
Priority ...... ___
Status ........ _____     Action ..... _____
Assigned to ... _____     User Name .. **Unassigned**
Contact Name .. _____ Tel .. _____
Closed ........            By ..         Tid ..
Related Prob .. _____


Notes ........  _____
                _____
                _____


Additional Options ... N



Command ===>
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
      Help        Exit  Opts                                            Canc
```

If you used the @GEN string in the maintenance request name, the string remains until you edit the fields and confirm by pressing ENTER.

Step 2. Enter Information in the Add Request Screen Fields

In Field ...	Enter ...
Problem Subj(ect)	(required) a description of the problem (up to 60 characters).
Problem Type	(required) the type of problem.
Priority	(required) a numeric value (1-999) to assign the priority.
Status	(required) a previously defined status for the maintenance request: either a value or a code. An asterisk (*) produces a list of statuses defined by the PAC administrator.
Action	(required) a previously defined action: either a value or a code. An asterisk (*) produces a list of actions defined by the PAC administrator.
Assigned To	the ID of the user to whom the maintenance request is to be assigned.
User Name	the name of the user to whom the maintenance request is to be assigned.
Contact Name	the name of the user who reported the problem.
Tel(ephone)	the telephone number of the user who reported the problem.
Related Prob(lem)	information about a problem already reported that is related to the maintenance you are currently requesting.
Notes	information related to the request you are currently adding.

Step 3. (Optional) Accessing the Additional Options

Notes:

1. Edit all other values on the Add Request screen before you access the Additional Options. Once you access Additional Options, all other fields on the screen are protected.
2. When you leave the Add Request screen, PAC substitutes a 5-digit number for the @GEN string in the maintenance request name.

Access Additional Options by pressing PF4 (Opts), or typing over the default in the Additional Options field with Y (yes).

The following additional options may be edited:

Option	Action
Description	The Extended Description editor appears. Enter a description of the request you are adding and type a period (.) to exit.
Extended User Info(rmation)	Invokes a modifiable routine for displaying user-defined information.
Related Object Versions	Displays the object versions related to the maintenance request you are adding. See the section Display Related Object Versions on page for more information about the screen displayed.
Related Requests	Maintenance request related request Screens Related Requests Maintenance request related request The Related Requests window appears. Enter the name of an existing maintenance request(s) to be linked with the maintenance request you are adding. Press ENTER to confirm your edits; press PF3 to exit.
Migration Events Usage	Maintenance request migration event Migration event The Migration Events window appears. Enter the name of an existing migration event(s) to be processed in conjunction with the maintenance request you are adding. Press ENTER to confirm your edits; press PF3 to exit.

When you have completed editing the options, press ENTER to confirm the edits and return to the Add Request screen.

Step 4. Adding the Maintenance Request

Press ENTER again on the Add Request screen to display the Maintenance Request Menu with the message that the maintenance request has been added successfully.

Selecting a Maintenance Request

From the Maintenance Request Menu, enter Code S (Select by Request ID) and the type of list as described in the section Select Type Field.

L   alphabetically by maintenance request ID

S   by status, priority, and maintenance request ID

U   alphabetically by assigned user ID

The Maintenance Request Selection List screen appears listing maintenance requests in the order you specified. The columns on all screens are exactly the same. The sub-function information also applies to all screens. The only difference is the sequence in which the maintenance requests are listed.

The following screen is an example of a listing by status, priority, and maintenance request ID:

```
 09:20:51            ***** PREDICT APPLICATION CONTROL *****            2000-07-01
 User PACUSR         - Maintenance Request Selection List -
 SELECT  Request *
 C Nr Request               Sta Pri Act Assigned Subject
 - -- -------------------- --- --- --- -------- -------------------------------
 _  1 NEWREQ                PEN   8 INF SAGVJ    Change Control Log testing
 _  2 RQ_0002               INV   8 INF SAHLM    Change Control Log testing
 _  3 RQ_0001               OPN  70 CST PACUSR   testing CCL
 _  4 MREQ3                 CLO  15 CST SAGLHA   testing CCL




                  Mark Selection, Enter Number or 'T' (Top) __

 Command ===>
 Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
       Help  Menu  Exit                 --        +                       Canc
```

Column	Description
Request	Maintenance request name (ID).
Sta(tus)	Three-character abbreviation for the status of the maintenance request. Valid options may include: OPN-Open CLO - Closed INV - Investigate PEN - Pending C/E-Change/Enhancement The options available at your site are defined by your PAC administrator.
Pri(ority)	A number from 1-999 indicating the priority sequence of the maintenance request.
Act(ion)	A three-character code for the action of the maintenance request. The action codes are defined by your PAC administrator.
Assigned	ID of the user to whom the maintenance request is assigned.
Subject	Description of the maintenance request topic - truncated, if necessary.

The sub-function displayed on the status line directly under the User field indicates whether you accessed this screen using

- the Select sub-function (Code S);

- range notation in the Request ID field along with the Display, Modify, Copy, Purge, or Select sub-function;

- the SELECT direct command. Refer to the PAC Reference documentation for more information about PAC commands.

If you accessed the screen with the Select (S) sub-function, you may invoke the following sub-functions for one or more of the listed requests by entering the appropriate code in the "C" column: D (Display); M (Modify); P (Purge); S (Select).

If you mark the maintenance request with the cursor, or enter an X or an S in the "C" column, or if you enter the request number (from the "Nr" column) in the Mark Selection... field, you are returned to the Maintenance Request Menu where the specified request is displayed in the Request ID field.

Modifying/Displaying a Maintenance Request

You may modify or display a maintenance request on the Modify Request or Display Request screens. These screens are similar to the Add Request screen. Maintenance may not be performed on the Display Request ID screen.

All of the attributes are modifiable, except the Closed/By/TID, and Related Problem fields. Refer to Adding a Maintenance Request for more information.

To modify or display a maintenance request, enter Code M (Modify...) or D (Display...) and the name of the maintenance request in the Request ID field of the Maintenance Request Menu.

Modifying/Displaying Additional Options

To modify or display the additional options for a maintenance request, press PF4 (Opts), or type over the default in the Additional Options field with Y (Yes) on the Modify or Display Maintenance Request screens.

- You may modify/display migration events used in conjunction with the maintenance request.

- You may display related object versions.

Refer to Additional Options for maintenance requests for more information.

Displaying Related Object Versions

```
09:20:51            ***** PREDICT APPLICATION CONTROL *****          2000-07-01
User PACUSR     - Related Objects for Maintenance Request -
Display Object * for Request NEWREQ
C Nr Object     Library  Out Ver Out Date Out User  In Ver  In Date In User    Ty
- -- -------- -------- ------- -------- -------- ------ -------- -------- --
_  1 PACN0001 MIG122         1 2000-05-10 SAGNABAT      2 2000-05-10 SAGNABAT  U
_  2 PACN0001 MIG122         2 2000-06-23 SAGNA        3 2000-06-24 SAGNA      U
_  3 PACN0008 MIG122         1 1995-06-10 SAGNABAT      2 2000-05-10 SAGNABAT  U
_  4 PACN0008 MIG122         2 1995-06-23 SAGNA        3 2000-06-24 SAGNA      U
_  5 EXPPMAIN PAC122                                    4 1995-07-23 SAGXXBAT  U
_  6 EXPPSEL  PAC122                                    2 2000-07-23 SAGXXBAT  U
_  7 PACINIT  PAC122         1 1995-05-10 SAGNABAT      2 2000-05-10 SAGNABAT  U
_  8 PFV02ON  PAC12          1 1995-05-10 SAGNABAT      2 2000-05-10 SAGNABAT  U




                    Mark Selection, Enter Number or 'T' (Top) __

Command ===>
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
      Help  Menu  Exit                -- + Canc
```

This screen displays the Natural object versions related to the specified maintenance request. These object versions are retrieved from the associated migration event(s).

In this example, objects EXPPMAIN and EXPPSEL were checked in although the user did not first check the objects out to maintenance. This may indicate that the source form of the objects was checked in from a development status to the maintenance library using the Natural SYSMAIN function.

Information on this screen is described in the following table:

Column	Description
Object	Name of an object related to the specified maintenance request.
Library	Routine invoked to display user-defined information (modifiable).
Out Ver(sion)	Version number of the object when it was checked out for maintenance.
Out Date	Date that the object version was checked out for maintenance.
Out User	ID of the user who checked out the object version.
In Ver(sion)	Version number assigned to the object when it was checked back into PAC.
In Date	Date the object version was checked back into PAC.
In User	ID of the user who checked out the object version.
Ty(pe)	Purpose for or result of the check-out: U checked out with the intention to update the object. If the object has been checked in, and Type is still U, the object was updated. A checked out for access to the object only; when the object was checked in, it was determined that no maintenance (updates or modifications) had been performed.

Press PF3 to close the window.

Copying a Maintenance Request

1. To copy a maintenance request, enter Code C (Copy Request ID) on the Maintenance Request Menu along with the name of the maintenance request to be copied and a new name for the maintenance request copy.

   The resulting Copy Request screen is similar to the Add Request ID screen and displays the new name of the maintenance request and the attributes of the original (copied) maintenance request.

2. Modify the attributes on the Copy Request screen, if required.

3. Press ENTER to confirm your modifications and return to the Maintenance Request Menu.

Purging a Maintenance Request

From the Maintenance Request Menu, enter Code P (Purge Request ID) and the request ID name. Alternatively, enter PURGE REQUEST on the command line.

If migration events exist for the maintenance request you wish to purge, a warning message appears telling you that the events existing for the maintenance request must be deleted or the maintenance request removed from the events before the maintenance request can be purged.

Otherwise, the Purge Confirmation window appears reminding you that the maintenance request will be purged.

- Press PF5 or type Confirm to purge the request.

- Press PF3 or type a period (.) to return to the Maintenance Request Menu without purging the request.